



Approved by the Board of Trustees on September 12, 2023
FLSA: Non-Exempt

OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a variety of office support activities within an assigned department or program; areas of responsibility include reception, word processing, data entry, record-keeping, and filing; provides information and assistance to students, faculty, staff, and the general public; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing clerical duties in support of an assigned department or program. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Performs a variety of office administrative duties to support operations, including word processing, data entry, record-keeping, and filing.
- Maintains and updates accurate and detailed records, verifies accuracy of information, researches and resolves discrepancies; retrieves information from computer systems and databases.
- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; enters public calls into appropriate computer databases.
- Within established guidelines, verifies and reviews forms and basic reports for completeness and conformance with established procedures.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
- Types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Compiles information and data for administrative and basic statistical reports; assembles reports, manuals, articles, announcements, and other informational materials.
- Gathers, assembles, updates, and distributes a variety of department or District specific information, forms, records, and data.
- Monitors office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials.
- Schedules meetings for department staff; sets up meeting rooms; may prepare agendas and informational packets, and may take and transcribe minutes of meetings.

- Collects fees and payments from the students and the public; maintains records of incoming payments and tracks receipts; prepares cash deposits.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and services of assigned department or program.
- Departmental policies and procedures within assigned areas of responsibility.
- Methods and techniques of compiling information and data.
- General office business and administrative practices.
- District cash handling and balancing processes.
- Methods and techniques of preparing routine office and business correspondence.
- Record keeping principles and practices.
- Business arithmetic.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose routine correspondence from brief instructions.
- Make accurate arithmetic computations.
- Review a diverse range of forms and documents for completion and accuracy.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand and carry out oral and written instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to completion of the twelfth (12th) grade.

Experience:

One (1) year of responsible general clerical administrative experience.

Licenses and Certifications:

➤ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.